

	<b>QUALITY SURVEY</b> <b>STATEWIDE CONTRACTS</b>		<b>State Procurement Office</b>  100 North 15 <sup>th</sup> Ave Suite 104  Phoenix, AZ 85007
	Contract No.:		
	Contractor:		

The Arizona State Procurement Office (AzSPO) appreciates the opportunity to serve you. It is our desire to fulfill your purchasing requirements so that your agency may carry out its responsibilities in the most effective and efficient manner. Through this survey, we seek your valuable input in helping us improve our services.

AzSPO routinely assesses the quality level of our contracts through customer surveys. Led by your previous input, the following definition of CONTRACT QUALITY applies to the below listed questions:

- a) Competitive Pricing;
- b) Item(s) or service meets or exceeds needs of customer;
- c) Establish contracts with responsible contractor(s)-(contract administration factor);
- d) Delivery terms are favorable, and;
- e) Timely availability of the contract (turnaround time and communication factor).

**Title of the product/service that was contracted for:**

**Contract Officer:**

1. Does your entity use this contract? Yes \_\_\_\_\_ No \_\_\_\_\_

*If your answer is "Yes", please respond to the following:*

2. What items are normally procured:

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3. Did you participate in a focus group concerning this solicitation or the contract that resulted?

Yes \_\_\_\_\_ No \_\_\_\_\_

*If your answer was "No", would you like us to contact you for future meetings or related focus group activities?*

Yes \_\_\_\_\_ No \_\_\_\_\_

**How would you rate your level of satisfaction with the Quality of the above referenced contract?**

\_\_\_\_\_ **Excellent**      \_\_\_\_\_ **Satisfied**      \_\_\_\_\_ **Dissatisfied**      \_\_\_\_\_ **Very Dissatisfied**

**Comments:** \_\_\_\_\_

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Name: \_\_\_\_\_

Fax/Mail the completed survey within two weeks to

Agency: \_\_\_\_\_

Administrator  
 State Procurement Office  
 100 North 15<sup>th</sup> Ave, Suite 104  
 Phoenix, AZ 85007  
 Fax: 602-542-5508

Phone: \_\_\_\_\_

Thank you!!